



Case Study

Southern Florida

BACKGROUND

When Florida-based prime contractor Frontedge began to deploy an advanced mobile operation center, a reliable integration company was required to support this project.

"As a mobile vehicle manufacturer, Frontedge is always trying to better integrate technology into the vehicles to maximize the functionality and minimize the technical issues," says Justin Black, project manager for Frontedge.

Last spring Frontedge looked to Profound Technologies as a trusted partner to design, program, and commission the necessary parts to make a mobile network operation center integration seamless. At the heart of every mobile operations center is a touch panel system that allows for the technicians to manage the audio, video, and satellite feeds amongst the 15 displays contained in the vehicle.

"Some of these systems we design are extremely complex and Profound supports the overall technical services process. During this process, Profound validates and completes the project touch panel design, programming, and systems commissioning. It is relatively easy compared to past experiences," says Justin in describing how a difficult process is made simpler.

COMPLEX SYSTEMS MADE SIMPLE

Frontedge formerly used a large national systems integrator

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that didn't specialize in the services component. Something had to change in order to continue. Frontedge management was challenged with finding a company that could provide more than just the components. They have been extremely successful creating a market for mobile command centers. However, they were in need of a services organization that could come into the equation and commission the system, plus program and deliver a completed system. Finding this company is a difficult task, and in the past it was near impossible to find a services organization to do it properly. "It was time," Justin says. "We needed a new services organization. Yes, I could staff the people if I needed to, but Profound provides me with the ability to have subject matter experts on a project basis. This way I avoid having to hire three staff persons for what Profound can deliver with offsite and onsite support in just a couple weeks. It is a no-brainer."

Since moving to Profound, the Frontedge production process is even better. The new touch panel has cleaner graphics and is easier to use. According to Justin, "the Profound project management team worked without needing much direction to come up with a near perfect user interface." The project management process at

*Pseudo names have been given to protect the privacy of persons and organizations.



Profound is a rare find amongst industry service providers. Other providers in the outsource space either sell a body onsite or a service professional by the hour. Profound's process is well documented and repeatable. Each project goes through the same steps to identify, clarify, create, review, and complete. It is a smooth process.

PROCESS FOR A SMOOTH PROJECT

Justin says that the firm is now better equipped to produce more. "Before engaging Profound, I was limited on how many projects I could put into production at one time. Profound has allowed me to do more projects without having to accept the same bottlenecks and restrictions of my previous approach."

The Frontedge/Profound build-outs now operate much faster in the production phase. Profound has paired the Frontedge account with a dedicated project manager. In addition, Profound leveraged the first project to create a standard user interface layout and programming layout. This is a general approach used by programmers and service providers. However, Profound takes it to a different level by standardizing the graphics, button numbering, and advanced menus to really tailor the experience.

"We don't want to depend on three different service providers to get our systems completed," explains Justin. "We like how Profound offers system documentation, programming, field commissioning, and support. I am able to have my team rack and fabricate, then have Profound come in as my trusted closer. It really makes a difference. This approach is much more efficient, and allows me to complete our projects on time and on budget more frequently."

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